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S. C. PUBLIC SERVICE COMMISSION

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SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**SOUTH CAROLINA OPERATIONS**

COMPANY NAME

OneTone Telecom, Inc.

QUARTER / YEAR

3rd / 2009

Month:	JULY	AUG	SEPT
Number of Customer Access Lines	<u>3379</u>	<u>3313</u>	<u>2981</u>
Trouble Reports / Access Line (%)	<u>6%</u>	<u>7%</u>	<u>6%</u>
Customer Out of Service Clearing Times (%)	<u>88%</u>	<u>87%</u>	<u>85%</u>
New Installs Completed w/in 5 Days (%)	<u>91%</u>	<u>92%</u>	<u>86%</u>
Commitments Fulfilled (%)	<u>91%</u>	<u>92%</u>	<u>86%</u>

Comments / Explanations: _____

Person Making Report / Contact Information: Ryan Wilson